

**EXHIBIT A**

## **EXHIBIT A**

### ***MCIm-Preferred Specifications for Directory Assistance Data Information Exchanges and Interfaces***

#### ***Section 1. General***

Pursuant to Sections 6.1.7.2 and 6.1.7.5 of Attachment VIII, Bell Atlantic shall work with MCIm in an effort to provide Directory Assistance data, and updates thereto, without harm to Bell Atlantic's existing Directory Assistance Database, and to provide the data in a format that conforms to the MCIm-preferred specifications and set forth below or reasonable modifications thereto, or in Bellcore standard F20 format. Statements included below in this Exhibit A to the effect that Bell Atlantic "must" or "shall" act in a particular manner are statements of MCIm's preferred specifications, not statements of contractual obligation.

#### ***Section 2. Subscriber List Information***

2.1 Bell Atlantic shall provide to MCIm all published Subscriber List Information (including such information that resides in Bell Atlantic's master subscriber system/accounts master file) via an electronic data transfer medium and in a format which is acceptable to MCIm, on the same terms and conditions and at the same rates that the Bell Atlantic provides Subscriber List Information to itself or to other third parties. All changes to the Subscriber List Information shall be provided to MCIm on the same day as the change occurred through the electronic data transfer medium used to transmit the initial Subscriber List Information. Both the initial List and all subsequent Lists shall indicate for each subscriber whether the subscriber is classified as residence or business class of service.

2.2 This section addresses data format requirements and data inclusion requirements for Directory Assistance data information exchange between Bell Atlantic and MCIm. Bell Atlantic shall provide MCIm the following:

2.2.1 List of NPA-NXXs relating to the listing records being provided.

2.2.2 List of Directory Section names and their associated NPA-NXXs.

2.2.3 List of Community Names expected to be associated with each of the NPA-NXXs for which listing records shall be provided.

2.2.4 List of Independent Company names and their associated NPA-NXXs for which their listing data shall be included in Bell Atlantic's listing data.

2.2.5 List of Independent Company names and their associated NPA-NXXs for which their listing data is a part of Bell Atlantic's directory database, but Bell Atlantic is not to provide the listing data to MCIIm under this request.

2.2.6 Listing volume totals by directory section, NPA, and state.

2.2.7 Average daily update volume by directory section, NPA, and state.

2.2.8 Identify any area wide or universal service numbers which may be listed. Identify the telephone number to be provided to callers outside the servicing area.

2.2.9 Identify any listing condition(s) unique to Bell Atlantic's serving area which may require special handling in data processing in the directory. Indented Listings (Captions) should be identified and delivered handled as specified

### **2.3 Considerations Relating to an Indented Listing (Caption) Set Requirements**

2.3.1 Use of line numbers, or other methods, to ensure the integrity of the caption set and identify the sequence or placement of a listing record within the caption set. A sufficient range of numbers between listing records is required to allow for the expansion of the caption set. A method is also required to permit the caption header record to be identified, but each level of indent is not required to be recapped; placement of the indent is based on line number. This method does require stringent edits to ensure the integrity of the caption set.

2.3.2 Use of guideline or recapped data to identify previously established header and sub-header records for placement of data within the caption set. This permits flexibility to easily expand the caption set. This method also requires that, in addition to the caption header record, each level of indent be recapped in order to properly build the caption set.

2.3.3 In order to maintain the integrity of caption replacement, with end-of-day cumulative effect, one OUT record must be sent to delete the entire caption set, followed by IN activity each listing record within the caption set.

2.3.4 MCIIm requires listing instruction codes on the service order which indicate how the set is to appear in the published directory.

### **2.4 Data Processing Requirements. Bell Atlantic and MCIIm shall mutually agree to standards on the following data processing requirements:**

2.4.1 Identify type of tape to be used in sending the test and initial load data. For example, reel or cartridge tape. Due to the size of an initial load, it would be generally expected to be on tape and the daily update activity via another media, such as NDM.

2.4.2 Identify tape or dataset label requirements.

2.4.3 Identify tracking information requirements. For example, use of header and trailer records for tracking date and time, cycle numbers, sending and receiving site codes, volume count for the given tape/dataset. It may also be helpful to have some filler fields for future use.

2.4.4 Identify dates MCIIm should not expect to receive daily update activity.

2.4.5 Data should be received in uppercase. An asterisk (\*) should be used advise of the need to apply the reverse capitalization rule. However, if the provider determines to provide the listing data from a database that has already messaged the data and applied the capitalization rules, the asterisk may be omitted.

2.4.6 Identify information that shall enable MCIIm to identify listings within an indented list (caption) set. For example:

2.4.6.1 When a particular listing has been designated to be filed as the first listing for a given level (0-7) of indent -- usually out of alpha sequence.

2.4.6.2 When an alternate call listing (e.g., If no answer) relates to multiple preceding listings of the same level.

2.4.7 Identify any other pertinent information needed to properly process the data.

2.4.7.1 Only broader to cover more than just data format.

## 2.5 Listing Types

|               |  |
|---------------|--|
| LISTED        | The listing information is available for all directory requirements.   |
| NON-LISTED    | The listing information is available to all directory requirements, but the information does not appear in the published street directory.   |
| NON-PUBLISHED | A directory service may confirm, by name and address, the presence of a listing, but the telephone number is not available. MCIIm may confirm the address, but is not permitted to receive the non-published telephone number. |

|  |   |
|--|---|
|  | The listing information is not available in either the published directory or Directory Assistance. |
|--|---|

## 2.6 Listing Styles

| <u>LISTING STYLE</u>                             | <u>DESCRIPTION</u>  |
|--|---|
| STRAIGHT LINE                                    | All listing information is formatted in a straight line. Data generally consists of Name, Address, Community, and Telephone Number. Additional data may consist of dialing instructions or other general information relating to the listing. |
| INDENTED LISTING SET - STRAIGHT LINE UNDER (SLU) | Two or more listing records relating to the same listed subscriber. The first is formatted as a straight line listing with the additional listing(s) indented one degree under the straight line listing.                                     |
| INDENTED LISTING SET - CAPTION SET               | Formatted with one listing header record and multiple indented listing records. See detailed description below.   |

### INDENTED LISTING (CAPTION) SET

|                               |  |
|-------------------------------|--|
| HEADER RECORD                 | Contains listed name; address and telephone number data fields are blank.  |
| SUB-HEADER RECORD/<br>LISTING | May contain name data only, or may include address and telephone number data. Associated subordinate records may, or may not be present. |
| INDENTED NAME LISTING         | Contains name data, may or may not have address data, and telephone number data.   |
| INDENTED ADDRESS LISTING      | Contains address and telephone number data; the name data text field is blank.   |
| LEVEL OF INDENT               | Header record is zero (0), sub-header and indented records range from 1 - 7.   |

## 2.7 Data Field Elements

## Requirements for Initial Processing and Daily Update Activity

| <u>DATA FIELD</u>  | <u>DATA ELEMENT</u>   | <u>FIELD LENGTH</u>                         |
|--------------------|---|---|
| ACTION CODE        | A = Add            I = In<br>D = Delete    or    O = out  | Required: 1 alpha character                 |
| RECORD NUMBER      | Sequentially assigned number to each record for a given process (test, initial load, or update activity). Number assignment begins with 00000001 and is incremented by 1 for each record on the file. | Required: 8 digits                          |
| NPA                | Area code relating to the directory section the record is to be listed.   | Required: 3 digits                          |
| COMPANY IDENTIFIER | The 4-character company code as defined in Section 8 of the National Exchange Carrier Association, Inc. Tariff.   | Required: 4 digits                          |
| DIRECTORY SECTION  | Name of the directory section where the record is to be listed.   | Required:<br>Maximum of 50 alpha characters |
| LISTING IDENTIFIER | F = Foreign<br>C = Cross-Reference<br>E = Enterprise (WX number requiring operator assistance to connect the call)<br>W = Wide area or universal service  | Optional: 1 alpha character                 |
| FILE PLACEMENT     | B = Business (4)<br>R = Residence (1)<br>G = Government (2)<br>BR = Business & Residence (5)<br>BG = Business & Government (6)<br>BRG = Business, Residence, & Government (7)                         | Required:<br>Maximum of 3 alpha characters  |
| LISTING TYPE       | L = Listed<br>N = Non-Listed<br>NP = Non-Published  | Required:<br>Maximum of 2 alpha characters  |

|                                |  |  |
|--------------------------------|--|--|
| LISTING STYLE                  | <p>S = Straight line<br/>I = Indented listing set</p> <p>An Indented listing relates to either a caption or Straight Line Under (SLU) set listing.</p> | Required: 1 alpha character  |
| INDENT LEVEL                   | <p>0 = Non-indented record<br/>1 - 8 = Level of indented record</p>  | Required: 1 digit  |
| ADDRESS HOUSE NUMBER           | For example: 123, A-123, 123-1/2   | Optional: Maximum of 20 alphanumeric characters, including hyphen, space, and slash    |
| ADDRESS PRE-DIRECTIONAL        | For example: N, S, E, W, NE, SW, NORTH   | Optional: Maximum of 5 alpha characters  |
| ADDRESS STREET NAME            | For example: Main, Peachtree-Dunwoody, HWY 75 at Exit 30   | Optional: Maximum of 100 alpha, alphanumeric characters, including spaces and hyphens. |
| ADDRESS SUFFIX OR THOROUGHFARE | For example: SUITE 160, ST, or WAY   | Optional: Maximum of 20 numeric, alpha, or alphanumeric characters                     |
| ADDRESS POST DIRECTION         | For example: N, S, NE, SW  | Optional: Maximum of 5 alpha characters  |
| ADDRESS ZIP CODE               | 5-digits or ZIP + 4  | Optional: Maximum of 10 digits, including the hyphen when using ZIP + 4                |
| COMMUNITY NAME                 | Identifies the name of the community associated with the listing record. See Glossary for more details.  | Maximum of 50 alphanumeric characters, including spaces and hyphen                     |

|                                  |   |  |
|----------------------------------|---|--|
| <b>STATE NAME ABBREVIATION</b>   | Identifies the state associated with the community name; 2-character state abbreviation used by the US Postal Office.   | Maximum of 2 alpha characters  |
| <b>INFORMATION TEXT</b>          | Miscellaneous information relating to the listing. Including, but not limited to, for example: TOLL FREE DIAL 1 & THEN, CALL COLLECT, or TDD ONLY. The various types of Information Text must be identified to MCI <sub>m</sub> . | Optional: Maximum of 250 alpha, numeric, or alphanumeric characters  |
| <b>NAME - FIRST WORD</b>         | Surname of a Residence or Business listing, or first word of a Business or Government listing<br><br>Multi-word or hyphenated surnames should be treated as one word.   | Required for a zero (0) level record. Optional if an indented (level 1-8) record, unless the name text present in the indented record relates to a Surname.<br><br>Maximum of 50 alpha, numeric, alphanumeric, or special characters |
| <b>NAME - SUBSEQUENT WORD(S)</b> | Given name and/or initial(s) of a Surname listing or Additional word(s) for a Business or Government listing  | Expected if the First Word is the Surname of a Residence or Business listing. Maximum of 250 alpha, numeric, special, or alphanumeric characters.  |
| <b>LINEAL DESCENT</b>            | <i>e.g.</i> , SR, JR, III. If Lineal Descent data cannot be uniquely identified, it should be included with the Listed Name Subsequent Word(s) data and placed at the end of the name data.                                       | Optional: Maximum 10 alpha characters  |
| <b>TITLE(s)</b>                  | <i>e.g.</i> , MRS, LT COL, RET SGR, DR. Multiple titles are acceptable. If title data cannot be uniquely identified, it should be included with the Listed Name Subsequent  | Optional: Maximum of 20 alpha characters   |



|                                 |  |  |
|---------------------------------|--|--|
|                                 | Word(s) data and placed at the end of the name data stream. If lineal descent is also in the Listed Name Subsequent Word(s) data field, title data should be placed following the lineal descent data.   |  |
| DEGREE                          | <i>e.g.</i> , MD, CPA, PHD. Multiple degrees are acceptable. If degree data cannot be uniquely identified, it should be included with the Listed Name Subsequent Word(s) data and placed at the end of the name data stream. If lineal descent and/or title data is also present, it should follow title data. | Optional: Maximum of 20 alpha characters   |
| NICKNAME                        | Another name the listed subscriber may be known by.  | Optional: Maximum of 20 alpha characters   |
| BUSINESS DESIGNATION            | Term used to identify the listed subscriber's profession, business, or location, <i>e.g.</i> , ATTY, CARPETS, OFC  | Optional: Maximum of 50 alpha characters   |
| STANDARD TELEPHONE NUMBER *     | NPA NXX-LINE   | Optional: 12 characters, including space and hyphen                                  |
| NON-STANDARD TELEPHONE NUMBER • | Telephone numbers less than or more than the standard telephone number.  | Optional: Minimum of 1 digit, maximum of 22 characters, including spaces and hyphens |

- Either a Standard or Non-standard telephone is required for a zero level record unless the record is a Cross-reference listing or an Indented Listing (caption) Set record. A telephone number may, or may not be present on an Indented Listing Set record for level(s) 0-7.

**EXHIBIT B**

**Bell Atlantic**

**WHITE PAGES**

# **Philadelphia**

**Area Code 215**

**September August**  
**1996-1997**



**Recycle Your Old Phone Books**

For details see the Recycling Pages in the Customer Guide

Other Telephone  
Companies



**Eastern TeleLogic  
Corporation**  
*A Comcast Affiliate*

**Eastern TeleLogic Corporation**

Main Number  
Repair

610-382-2000  
888-ETCS-NCC  
(382-7622)  
800-959-5444  
888-272-0500

Customer Service  
Sales Information

**Pennsylvania TRS**  
Text Telephone  
Voice

800-654-5984  
800-654-5988



**MCI Business Customers**

Local Sales, Service, Billing & Repair

800-374-6400

**MCI Business Customers**

Billing and Payment Information

800-374-6400

**MCI Residential Customers**

Local Sales, Service, Billing & Repair

800-274-5565

**MCI Residential Customers**

You may pay your bill by sending your check and the  
remittance stub to:

MCI  
P.O. Box 841199  
Dallas, TX 75284-1199



**MFS Intelenet Companies**

Local Sales Office  
Customer Service, Repair and Billing

610-617-6000  
800-938-MFSI  
(6374)

Customer Billing Mailing Address:  
MFS Intelenet, Inc.  
P.O. Box 8500-1590  
Philadelphia, PA 19178-1590

**MFS Telecom Companies**

Local Sales Office  
Customer Service and Billing  
Repair

215-977-8500  
800-938-MFSI  
(6374)  
800-MFS-CITY  
(637-2489)

Customer Billing Mailing Address:  
MFS Telephone  
Dept. 32310  
P.O. Box 7413  
Chicago, IL 60680-7413

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## ATTACHMENT IX

### SECURITY REQUIREMENTS

#### *Section 1. Physical Security*

This Section 1 sets forth security requirements for physical Collocation at Bell Atlantic's premises. Each Party shall take reasonable steps to protect the other's personnel and property, including the following:

1.1 MCIIm shall access only equipment owned by MCIIm and shall enter only those areas of Bell Atlantic's premises where such equipment is located. Bell Atlantic shall maintain a log of its employees and agents that enter these areas. Bell Atlantic shall allow MCIIm, after reasonable advance notice, to inspect areas that house or contain MCIIm equipment or equipment enclosures in accordance with mutually acceptable procedures.

1.2 MCIIm shall deliver to Bell Atlantic within thirty (30) days of the date of this Agreement and every sixty (60) days thereafter a current list of its employees and agents authorized to enter Bell Atlantic's premises. While on Bell Atlantic's premises, such employees or agents shall prominently display identification badges. If requested by Bell Atlantic, MCIIm shall provide this information in an electronic format.

1.3 Each Party shall, while on the other's premises or in areas on its premises designated solely for the other Party's use, comply with the other's generally applicable security and safety procedures and requirements as may be provided from time to time by the other Party (including but not limited to sign-in, identification, and escort requirements); provided, however, that MCIIm's procedures and requirements for access to its equipment areas shall be consistent with those established by Bell Atlantic for the relevant premises.

1.4 Neither Party shall tamper with or perform any activities upon the other's equipment located on its premises, except as necessary to perform this Agreement (e.g., equipment maintenance, installation, etc.) or in case of emergency. In an emergency, the affected Party shall promptly notify the other of the emergency, take steps it deems appropriate to manage the emergency (using reasonable care under the circumstances to protect the other's equipment), and allow the other Party to access its premises (subject to the requirements of this Section 1) to protect its equipment.

1.5 MCIIm shall ensure that areas that house MCIIm's equipment are adequately secured to prevent unauthorized entry. Bell Atlantic shall have no liability in this regard. MCIIm shall furnish Bell Atlantic with all keys, entry codes, lock combinations, and other materials and information necessary for Bell Atlantic to gain entry to any secured MCIIm area. Bell Atlantic shall limit access to such areas to its authorized employees and agents.

1.6 Each Party shall promptly notify the other of any breach by the other Party of the foregoing provisions.

1.7 MCIIm shall ensure that MCIIm equipment at Bell Atlantic's premises is suitable for use in the operational environment at such premises. Bell Atlantic shall have no liability in this regard, other than to maintain the general environmental conditions in the premises at normal operational levels suitable for its own equipment.

## ***Section 2. System Security***

2.1 Each Party shall provide the other a back-up and recovery plan to be used in the event of a system failure or emergency to facilitate prompt systems restoration and recovery. The Parties shall reasonably cooperate to determine which systems require disaster, restoration and recovery plans. Any such plans will be provided to the other Party.

2.2 Each Party shall maintain a reasonable standard of security between operation system interfaces consistent with its own information security practices.

## ***Section 3. Fraud Prevention***

3.1 Each Party shall make available to the other fraud prevention features, including prevention, detection, or control functionality, that may be embedded within any of the Network Elements in accordance with applicable Tariffs or as otherwise mutually agreed, such as 900 NPA and international blocking offered to business customers and aggregators.

3.2 Uncollectible or unbillable revenues from fraud and resulting from, but not confined to provisioning, maintenance, or signal network routing errors shall be the responsibility of the Party causing such error.

3.3 Neither Party shall be responsible to the other for any fraud incurred in connection with their respective service offerings, except that each Party shall indemnify and hold each other harmless for any losses payable to IXC carriers caused by "clip-on" fraud incurred as a result of unauthorized access to an indemnifying party's Service Area Concept ("SAC"); provided that the indemnifying party shall control all negotiations and settlements of such claims with the applicable IXC carriers.

## ***Section 4. Law Enforcement Interface***

Each Party shall provide reasonable assistance to the other in accordance with Applicable Law and the Party's internal procedures in connection with: installation of and information retrieval from traps in its network, emergency traces on and information retrieval from subscriber invoked CLASS services (e.g., call traces requested by the other Party), and execution of wiretap or dialed number recorder orders from law enforcement authorities.

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## **ATTACHMENT X**

### **PERFORMANCE REPORTING**

#### ***Section 1. Initial Performance Reporting***

1.1 Bell Atlantic shall supply to MCIm initial performance reports each month on Bell Atlantic's performance in Virginia in accordance with this Section 1. The reports shall be substantially in the format of the documents attached hereto as Schedules B through F. The definitions of the rows and columns in the reports are set forth in Schedule A. The coverage of each report is set forth in its title, with the additional explanations set forth below.

1.1.1 Schedule B (MCIm-Specific) will report the statewide performance of Bell Atlantic for the services provided to MCIm for the preceding calendar month for the measures set forth in the report and defined in Schedule A. The dates in the cells in Schedule B are the dates that Bell Atlantic will be able to provide the information in that cell. Where the date is accompanied by the letters "Est." ("estimated"), the date in that cell is Bell Atlantic's best estimate and target, but not yet a commitment. Bell Atlantic will make its best efforts to meet the "Est." dates and will inform MCIm of any potential change in those dates if and when that potential appears. Where the cell contains an "N/A" ("not applicable"), the measure is not applicable for that service category.

1.1.2 Schedule C (Bell Atlantic Including Bell Atlantic affiliates) will report statewide, system-wide performance of Bell Atlantic, including for the services provided to affiliate companies of Bell Atlantic, for the preceding calendar month for the measures set forth in the report and defined in Schedule A. The dates and notations in Schedule C have the same meanings as those described above for Schedule B. Bell Atlantic does not have an immediately comparable service for Unbundling and, as a result, those columns have been marked as "N/A". Bell Atlantic's "Retail - POTS" column reflects results from Bell Atlantic's retail operations for POTS services and is comparable to the "Resale - POTS" service on the other schedules (Schedule B, Schedule D, Schedule E and, when available, Schedule F).

1.1.3 Schedule D (Top 3 Carriers) will report the statewide performance of Bell Atlantic for the services provided to the largest three telecommunications carriers interconnecting with or purchasing services from Bell Atlantic pursuant to Sections 251 and 252 of the Act, combined, for the preceding calendar month for the measures set forth in the report and defined in Schedule A. The dates and notations in Schedule D have the same meanings as those described above for

Schedule B. In order to preserve the confidentiality of other carriers' information, results for a service (report column) will only be produced on this report if all three carriers purchased the reported service in the calendar month.

1.1.4 Schedule E (All CLECs) will report the statewide performance of Bell Atlantic for the services provided to telecommunications carriers interconnecting with or purchasing services from Bell Atlantic pursuant to Sections 251 and 252 of the Act and Bell Atlantic has a reporting obligation under the signed interconnection agreement, combined, for the preceding calendar month for the measures set forth in the report and defined in Schedule A. The dates and notations in Schedule E have the same meanings as those described above for Schedule B. In order to preserve the confidentiality of other carriers' information, results for a service (report column) will only be produced on this report if three carriers purchased the reported service in the calendar month.

1.1.5 Schedule F (10 Largest Retail Customers) will, at such time as Bell Atlantic is able to collect and report such information, and upon agreement regarding compensation for the collection and reporting of such information, if any, report statewide performance of Bell Atlantic for the services provided to its ten largest retail customers for the preceding calendar month for the measures set forth in the report and defined in Schedule A. The cells in Schedule F are all marked "TBD" ("to be determined") without an accompanying estimated date because Bell Atlantic has not yet determined that the collection and reporting of this information is feasible, and if it is, when such reporting might be available. Bell Atlantic agrees, however, that it will continue its best efforts assessment of the feasibility of collecting and reporting this information and will promptly report to MCI the results of that assessment and the availability of such information at such time as Bell Atlantic develops the capability to collect and report it for Bell Atlantic's own internal use.

1.2 The Parties agree that the performance information included in these reports is Confidential Information of Bell Atlantic and, with respect to MCI specific reports, Confidential Information of MCI under, Section 22 of this Agreement. The Parties shall use such Confidential Information solely for internal performance assessment purposes, for purposes of joint MCI and Bell Atlantic assessments of service performance, and for reporting to the Commission, the FCC, or courts of competent jurisdiction, under cover of a protective order pursuant to Section 22 of Part A.

1.3 The question of what remedies or other action might be appropriate in any situation where MCI believes, based on a statistically significant number of data elements described above, that Bell Atlantic is not complying with any of the performance standards in the Agreement shall be resolved, in the first instance, through negotiations between the Parties to resolve the issue at the Director level of escalation, and, failing prompt and successful negotiations, through the complaint processes of the Commission, the FCC, or a court of competent jurisdiction. Bell Atlantic agrees to join MCI in

encouraging the Commission to develop expedited procedures for the resolution of any performance-related complaints.

## ***Section 2. Further Performance Reporting***

**2.1** In addition to the performance reporting identified in Section 1, Bell Atlantic shall develop and provide to MCIIm further performance reporting in accordance with this Section 2.

**2.1.1** Within thirty (30) days after the Effective Date of this Agreement, Bell Atlantic shall review MCIIm's list of reports (Exhibit A hereto) and identify those reports that Bell Atlantic either: (i) has already included in the reporting set forth in Section 1; (ii) produces for internal use; or (iii) is obligated to produce for regulatory purposes.

**2.1.2** Within ninety (90) days after the Effective Date of this Agreement, Bell Atlantic shall provide MCIIm the estimated incremental costs of providing the reports included in Exhibit A hereto that are not identified pursuant to Paragraph 2.1.1. For reports for which the costs cannot be determined without the substantial participation of Bell Atlantic's equipment, software, or systems vendors, Bell Atlantic will identify such reports, and proceed to develop cost estimates with the vendor(s) only if authorized by MCIIm. If, after receiving cost estimates for particular reports, MCIIm elects to receive such reporting, MCIIm and other CLECs who also elect to receive such reports shall bear the incremental costs, allocated on a competitively-neutral basis, of providing any reports that Bell Atlantic does not provide for internal use or is not obligated to provide for regulatory purposes. The costs of developing cost estimates shall also be allocated among the receiving CLECs on a competitively-neutral basis.

**2.1.3** Bell Atlantic shall begin reporting to MCIIm, and to other CLECs who also elect to receive such reports, all reports included in Exhibit A that MCIIm elects to receive in accordance with this Section 2.1.3 as soon as reasonably practicable after receiving MCIIm's written election and commitment to pay the costs of such reporting. Such reporting shall be integrated into the reporting set forth in Section 1.

**2.1.4** MCIIm may from time to time request reports from Bell Atlantic that are not contained in MCIIm's original list (Exhibit A hereto). Bona Fide Request procedures set forth in Section 25 of Part A shall apply.

**2.1.5** The Parties acknowledge that further discussions will be necessary to define the data upon which the reports are based. Therefore, within sixty (60) days after the Effective Date of this Agreement, the Parties shall agree to such definitions and will amend this Attachment accordingly.

***Section 3. Definitions for Initial Performance Reports***

3.1 The following definitions apply to the Initial Performance Reports included in Section 1 above. Bell Atlantic shall develop and supply definitions at a comparable level of detail for any further performance reporting deployed pursuant to Section 2.

**SCHEDULE A**

## SCHEDULE A

### SERVICE CATEGORY (COLUMN) DEFINITIONS

| Name  | Definition   |
|---|--|
| <b>Performance Measurement</b>                        | Provides a general description of the fourteen (14) performance measurements. See Measurement Definitions - Rows below.  |
| <b>Special Services (Access)</b><br>DS0<br>DS1<br>DS3 | The column group title Special Services (Access) refers to Private Line Special Access results (does not include resold or unbundled services). DS1 and DS3 are discrete services. DS0 includes all other special services.              |
| <b>CLEC Trunking</b>                                  | The column represents service for CLEC trunks that carry traffic office to office.   |
| <b>Unbundling POTS Special Services</b>               | The column group title Unbundling refers to both POTS and Special unbundling services purchased by the CLEC. The POTS column includes the unbundled loops and ports. The Special Services column includes all special services combined. |
| <b>Resale - POTS</b>                                  | The Resale-POTS column refers to POTS services that have been resold to the CLEC. On the Bell Atlantic Including Affiliates Report, the Retail-POTS column is comparable to the Resale-POTS column of the other four (4) reports.        |

### MEASUREMENT DEFINITIONS - ROW

| Name                               | Definition   |
|------------------------------------|--|
| <b>1. Number of Installations</b>  | <p>This is the total number of service orders issued/requested by MCIIm and completed by Bell Atlantic. Regardless of the number of elements or circuits ordered, each service order counts as one.</p> <p>Number of Installations results can not be compared from report (e.g., MCIIm-Specific) to report (e.g. Bell Atlantic Including Bell Atlantic Affiliates). However, volume is a good indicator as to whether meaningful comparisons can be made about provisioning intervals and percent orders completed on time.</p>   |
| <b>2. Average Interval in Days</b> | <p>This is the sum of the receipt date to the service order due date as established on the firm order confirmation (FOC) for each service order where Bell Atlantic established the interval using the normal interval with this sum being divided by the total number of service orders used in the calculation</p> <p>MCIIm will send Bell Atlantic a service order request (PON) and Bell Atlantic will return the FOC which stipulates the scheduled completion date. The time from the PON date to the date due established on the FOC represents the average interval per order.</p> <p>Bell Atlantic flags each order with an appointment flag of either "x" or "w". If the scheduled interval reflected on the order is established by Bell Atlantic using the normal interval process, the order will be flagged with the "w". However, if MCIIm should request a date that is further out than the normal interval, the order will be flagged with the "x" to indicate that long interval was offered at the customer's request.</p> <p>For this category measurement, only those orders with the "w" indicator will be counted.</p> <p>If for some reason the order needs to be redated (longer or shorter), the final FOC date is the date that will be used for measurement purposes.</p> |
| <b>3. Percent Install on Time</b>  | This measurement is the total number of installations (both "x" and "w" service orders) that were completed on time (based on the service order established due date) divided by the total number of service orders. This is the percentage of orders completed on time.   |

| Name                                    | Definition   |
|---|--|
| 4. Total Number of Missed Appointments  | This measurement is the total number of service orders <i>not</i> completed on time. An appointment is defined as the date due agreed to by the customer and Bell Atlantic and shown on the order. If the customer issues a supplemental order changing the date due, the new date due will be measured as the appointment. Orders that are held or missed due to customer reasons <i>will not</i> be counted as a Bell Atlantic miss. This definition includes multi-item orders. If one item of a multi-item order is missed due to customer reasons, the order <i>will not</i> be counted as a Bell Atlantic miss.  |
| 5. Total Percent of Missed Appointments | Total Number of Missed Appointments divided by the total number of service orders<br>See appointment definition on item # 4.   |
| 6. Number of Reports                    | This is the total number of customer trouble reports (i.e. CR troubles) received from MCIIm by service category. Each trouble counts as one and in cases where the trouble is redated or subsequent reports are received for escalations or to question status, Bell Atlantic will not count the subsequent reports. From receipt to close, each trouble counts as 1, regardless of the trouble resolution (CPE, NTF or Bell Atlantic Network). This measurement <i>does not include</i> information tickets (i.e. INF troubles).  |
| 7. Mean Time to Clear Reports           | <p>This is the total measurable hours and minutes from all customer trouble reports, i.e. #6 above, (from the time Bell Atlantic receives a trouble from MCIIm until the service is restored and closed with MCIIm) divided by the total number of troubles for the report period. This measurement <i>does not include</i> information tickets (i.e. INF troubles).</p> <p>For Special Services columns and CLEC Trunking, the measurements will be "Stop Clock" measurements where "no access" (customer access delayed) time is removed from the measurement.</p> <p>For POTS columns, this will be a running 24 hour clock from trouble receipt to trouble clearance time. The Bell Atlantic clear time is the time service is restored. The Bell Atlantic work process is for the customer (MCIIm) to be notified as soon as service is cleared. Bell Atlantic does not use the "close time" because after clearing the trouble, the technician may stay and complete another hour or so of clean up before actually closing the trouble.</p> |
| 8. Number of Failures                   | <p>The number of failures is the total number of trouble reports where the trouble was closed out with a code indicating that the fault was a Bell Atlantic service problem.</p> <p>Removed from the total trouble reports will be all the troubles that reflect the cause of the trouble to be other than a Bell Atlantic Network fault. Examples would be troubles caused by Customer Provided Equipment (CPE), errors by the customers/end user in the use of the service or where no trouble was detected (F/OK and T/OK).</p>   |
| 9. Failure Frequency Percent            | The Number of Failures (#8 above) divided by the total number of circuits that MCIIm has purchased from Bell Atlantic. The result expressed as a percentage.   |
| 10. Percent Without Report Outstanding  | <p>For this measurement, Bell Atlantic is to do the following:</p> <ol style="list-style-type: none"> <li>1. Multiply the total number of circuits by the total hours in the report period to establish the total hours of service availability possible for the report period.</li> <li>2. Add all of the measurable time (hours and minutes) for only the network reports (i.e. Failures) to establish the total non service availability hours for the report period.</li> <li>3. Subtract the "non service availability" hours from the "total service availability" hours and divide the result by the "total service availability" hours and display this as a percentage.</li> </ol>  |

| Name   | Definition   |
|--|--|
| 11. Total Number of Repeat Reports (30 days rolling) | This is the number of measured customer repeat reports (i.e. CR repeat reports) within a 30 day rolling window. The measured CR reports include: Came Clear (CC), Central Office (CO), Facility (FAC), Test OK (TOK), Serving Bureau Time (SVB), NPC - Bell Atlantic switch and beyond. Non-measured customer reports are Information (INF), Customer Provided Equipment (CPE), and Interexchange Carrier (IEC). This measurement will be provided initially at a regional level, not state specific. The 3 components of the regional measurement are: one for Pennsylvania and Delaware, one for New Jersey and one for the 4 former C&P Companies, Maryland, Virginia, West Virginia and Washington, DC. Bell Atlantic will request an enhancement to the support system being used for measurements. State specific measurements will be available on a date to be determined (TBD). |
| 12. Repeats as a Percent of Total Troubles           | Number of measured customer repeat reports (i.e. CR repeat reports) divided by the total number of customer reports (i.e. CR reports). See definition of customer report contained in item # 11. This measurement will also be provided initially at a regional level, not state specific. See definition of regions in item #11.  |
| 13. Number of Out of Service Cleared >= 24 Hours     | Number of out of service customer reports (i.e. CR reports) cleared in 24 hours or more. See definition of customer report contained in item # 11.<br><br>For Special Services columns, the measurements will be "Stop Clock" measurements where "no access" time is removed from the measurement.   |
| 14. Percent of Out of Service Cleared >= 24 Hours    | Number of Out of Service Cleared >= 24 Hours divided by the total number of customer reports (i.e. CR reports). The result is expressed as a percentage. See definition of customer report contained in item # 11.<br><br>For Special Services columns, the measurements will be "Stop Clock" measurements where "no access" time is removed from the measurement.   |



**SCHEDULE B**

June 13, 1997

## MCIm Measurement Reports (Monthly Results Reported By State)

SCHEDULE B

## "MCIm Specific" Report

| Performance Measurement                             | Special Services (Access) |                   |                   | CLEC<br>Trunking | Unbundling        |                     | Resale            |
|---|---------------------------|-------------------|-------------------|------------------|-------------------|---------------------|-------------------|
|   | DS0                       | DS1               | DS3               |                  | POTS              | Special<br>Services | POTS              |
| <b>Installation</b>                                 |                           |                   |                   |                  |                   |                     |                   |
| 1 Number of Installations                           | See note<br>below         | See note<br>below | See note<br>below | 4/1/97           | Est.<br>(7/1/97)  | Est.<br>(7/1/97)    | Est.<br>(7/1/97)  |
| 2 Average Interval in Days                          | See note<br>below         | See note<br>below | See note<br>below | 4/1/97           | Est.<br>(7/1/97)  | Est.<br>(7/1/97)    | Est.<br>(7/1/97)  |
| 3 Percent Install on Time                           | See note<br>below         | See note<br>below | See note<br>below | 4/1/97           | Est.<br>(7/1/97)  | Est.<br>(7/1/97)    | Est.<br>(7/1/97)  |
| 4 Total Number of Missed Appointments               | See note<br>below         | See note<br>below | See note<br>below | N/A              | Est.<br>(7/1/97)  | Est.<br>(7/1/97)    | Est.<br>(7/1/97)  |
| 5 Total Percent of Missed Appointments              | See note<br>below         | See note<br>below | See note<br>below | N/A              | Est.<br>(7/1/97)  | Est.<br>(7/1/97)    | Est.<br>(7/1/97)  |
| <b>Service Quality</b>                              |                           |                   |                   |                  |                   |                     |                   |
| 6 Number of Reports                                 | See note<br>below         | See note<br>below | See note<br>below | 4/1/97           | See note<br>below | See note<br>below   | See note<br>below |
| 7 Mean Time to Clear Reports                        | See note<br>below         | See note<br>below | See note<br>below | 4/1/97           | See note<br>below | See note<br>below   | See note<br>below |
| 8 Number of Failures                                | See note<br>below         | See note<br>below | See note<br>below | 4/1/97           | See note<br>below | See note<br>below   | See note<br>below |
| 9 Failure Frequency Percent                         | See note<br>below         | See note<br>below | See note<br>below | 4/1/97           | Est.<br>(7/1/97)  | Est.<br>(7/1/97)    | Est.<br>(7/1/97)  |
| 10 Percent Without Report Outstanding               | See note<br>below         | See note<br>below | See note<br>below | 4/1/97           | Est.<br>(7/1/97)  | Est.<br>(7/1/97)    | Est.<br>(7/1/97)  |
| 11 Total Number of Repeat Reports (30 Days Rolling) | 4/1/97                    | 4/1/97            | 4/1/97            | N/A              | 4/1/97            | 4/1/97              | 4/1/97            |
| 12 Repeats as a Percent of Total Troubles           | 4/1/97                    | 4/1/97            | 4/1/97            | N/A              | 4/1/97            | 4/1/97              | 4/1/97            |
| 13 Number of Out of Service Cleared >= 24 Hours     | 4/1/97                    | 4/1/97            | 4/1/97            | N/A              | 4/1/97            | 4/1/97              | 4/1/97            |
| 14 Percent of Out of Service Cleared >= 24 Hours    | 4/1/97                    | 4/1/97            | 4/1/97            | N/A              | 4/1/97            | 4/1/97              | 4/1/97            |

Note: End of first full calendar month following initial exchange of traffic between the Parties under this Agreement

**SCHEDULE C**

June 13, 1997

## MCIm Measurement Reports (Monthly Results Reported By State)

SCHEDULE C

## Bell Atlantic Including Bell Atlantic Affiliates Report

| Performance Measurement                             | Special Services (Access) |        |        | CLEC<br>Trunking | Unbundling |                     | Retail |
|---|---------------------------|--------|--------|------------------|------------|---------------------|--------|
|   | DS0                       | DS1    | DS3    |                  | POTS       | Special<br>Services | POTS   |
| <b>Installation</b>                                 |                           |        |        |                  |            |                     |        |
| 1 Number of Installations                           | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97           | N/A        | N/A                 | 1/1/97 |
| 2 Average Interval in Days                          | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97           | N/A        | N/A                 | 1/1/97 |
| 3 Percent Install on Time                           | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97           | N/A        | N/A                 | 1/1/97 |
| 4 Total Number of Missed Appointments               | 1/1/97                    | 1/1/97 | 1/1/97 | N/A              | N/A        | N/A                 | 1/1/97 |
| 5 Total Percent of Missed Appointments              | 1/1/97                    | 1/1/97 | 1/1/97 | N/A              | N/A        | N/A                 | 1/1/97 |
| <b>Service Quality</b>                              |                           |        |        |                  |            |                     |        |
| 6 Number of Reports                                 | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97           | N/A        | N/A                 | 1/1/97 |
| 7 Mean Time to Clear Reports                        | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97           | N/A        | N/A                 | 1/1/97 |
| 8 Number of Failures                                | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97           | N/A        | N/A                 | 1/1/97 |
| 9 Failure Frequency Percent                         | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97           | N/A        | N/A                 | 1/1/97 |
| 10 Percent Without Report Outstanding               | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97           | N/A        | N/A                 | 1/1/97 |
| 11 Total Number of Repeat Reports (30 Days Rolling) | 4/1/97                    | 4/1/97 | 4/1/97 | N/A              | N/A        | N/A                 | 4/1/97 |
| 12 Repeats as a Percent of Total Troubles           | 4/1/97                    | 4/1/97 | 4/1/97 | N/A              | N/A        | N/A                 | 4/1/97 |
| 13 Number of Out of Service Cleared >= 24 Hours     | 4/1/97                    | 4/1/97 | 4/1/97 | N/A              | N/A        | N/A                 | 4/1/97 |
| 14 Percent of Out of Service Cleared >= 24 Hours    | 4/1/97                    | 4/1/97 | 4/1/97 | N/A              | N/A        | N/A                 | 4/1/97 |

**SCHEDULE D**

June 13, 1997

## MCIm Measurement Reports (Monthly Results Reported By State)

SCHEDULE D

## Top 3 Carrier Customers Report

| Performance Measurement                             | Special Services (Access) |        |        | CLEC Trunking | Unbundling       |                  | Resale           |
|---|---------------------------|--------|--------|---------------|------------------|------------------|------------------|
|   | DS0                       | DS1    | DS3    |               | POTS             | Special Services | POTS             |
| <b>Installation</b>                                 |                           |        |        |               |                  |                  |                  |
| 1 Number of Installations                           | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | Est.<br>(7/1/97) | Est.<br>(7/1/97) | Est.<br>(7/1/97) |
| 2 Average Interval in Days                          | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | Est.<br>(7/1/97) | Est.<br>(7/1/97) | Est.<br>(7/1/97) |
| 3 Percent Install on Time                           | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | Est.<br>(7/1/97) | Est.<br>(7/1/97) | Est.<br>(7/1/97) |
| 4 Total Number of Missed Appointments               | 1/1/97                    | 1/1/97 | 1/1/97 | N/A           | Est.<br>(7/1/97) | Est.<br>(7/1/97) | Est.<br>(7/1/97) |
| 5 Total Percent of Missed Appointments              | 1/1/97                    | 1/1/97 | 1/1/97 | N/A           | Est.<br>(7/1/97) | Est.<br>(7/1/97) | Est.<br>(7/1/97) |
| <b>Service Quality</b>                              |                           |        |        |               |                  |                  |                  |
| 6 Number of Reports                                 | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | 1/1/97           | 1/1/97           | 1/1/97           |
| 7 Mean Time to Clear Reports                        | 1/1/97                    | 1/1/97 | 1/197  | 4/1/97        | 1/1/97           | 1/1/97           | 1/1/97           |
| 8 Number of Failures                                | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | 1/1/97           | 1/1/97           | 1/1/97           |
| 9 Failure Frequency Percent                         | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | Est.<br>(7/1/97) | Est.<br>(7/1/97) | Est.<br>(7/1/97) |
| 10 Percent Without Report Outstanding               | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | Est.<br>(7/1/97) | Est.<br>(7/1/97) | Est.<br>(7/1/97) |
| 11 Total Number of Repeat Reports (30 Days Rolling) | 4/1/97                    | 4/1/97 | 4/1/97 | N/A           | 4/1/97           | 4/1/97           | 4/1/97           |
| 12 Repeats as a Percent of Total Troubles           | 4/1/97                    | 4/1/97 | 4/1/97 | N/A           | 4/1/97           | 4/1/97           | 4/1/97           |
| 13 Number of Out of Service Cleared >= 24 Hours     | 4/1/97                    | 4/1/97 | 4/1/97 | N/A           | 4/1/97           | 4/1/97           | 4/1/97           |
| 14 Percent of Out of Service Cleared >= 24 Hours    | 4/1/97                    | 4/1/97 | 4/1/97 | N/A           | 4/1/97           | 4/1/97           | 4/1/97           |

Note: Results produced when a minimum of 3 carriers purchase measured service.

**SCHEDULE E**

June 13, 1997

## MCIm Measurement Reports (Monthly Results Reported By State)

SCHEDULE E

## All CLECs Report

| Performance Measurement                             | Special Services (Access) |        |        | CLEC Trunking | Unbundling       |                  | Resale           |
|---|---------------------------|--------|--------|---------------|------------------|------------------|------------------|
|   | DS0                       | DS1    | DS3    |               | POTS             | Special Services | POTS             |
| <b>Installation</b>                                 |                           |        |        |               |                  |                  |                  |
| 1 Number of Installations                           | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | Est.<br>(7/1/97) | Est.<br>(7/1/97) | Est.<br>(7/1/97) |
| 2 Average Interval in Days                          | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | Est.<br>(7/1/97) | Est.<br>(7/1/97) | Est.<br>(7/1/97) |
| 3 Percent Install on Time                           | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | Est.<br>(7/1/97) | Est.<br>(7/1/97) | Est.<br>(7/1/97) |
| 4 Total Number of Missed Appointments               | 1/1/97                    | 1/1/97 | 1/1/97 | N/A           | Est.<br>(7/1/97) | Est.<br>(7/1/97) | Est.<br>(7/1/97) |
| 5 Total Percent of Missed Appointments              | 1/1/97                    | 1/1/97 | 1/1/97 | N/A           | Est.<br>(7/1/97) | Est.<br>(7/1/97) | Est.<br>(7/1/97) |
| <b>Service Quality</b>                              |                           |        |        |               |                  |                  |                  |
| 6 Number of Reports                                 | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | 1/1/97           | 1/1/97           | 1/1/97           |
| 7 Mean Time to Clear Reports                        | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | 1/1/97           | 1/1/97           | 1/1/97           |
| 8 Number of Failures                                | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | 1/1/97           | 1/1/97           | 1/1/97           |
| 9 Failure Frequency Percent                         | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | Est.<br>(7/1/97) | Est.<br>(7/1/97) | Est.<br>(7/1/97) |
| 10 Percent Without Report Outstanding               | 1/1/97                    | 1/1/97 | 1/1/97 | 4/1/97        | Est.<br>(7/1/97) | Est.<br>(7/1/97) | Est.<br>(7/1/97) |
| 11 Total Number of Repeat Reports (30 Days Rolling) | 4/1/97                    | 4/1/97 | 4/1/97 | N/A           | 4/1/97           | 4/1/97           | 4/1/97           |
| 12 Repeats as a Percent of Total Troubles           | 4/1/97                    | 4/1/97 | 4/1/97 | N/A           | 4/1/97           | 4/1/97           | 4/1/97           |
| 13 Number of Out of Service Cleared >= 24 Hours     | 4/1/97                    | 4/1/97 | 4/1/97 | N/A           | 4/1/97           | 4/1/97           | 4/1/97           |
| 14 Percent of Out of Service Cleared >= 24 Hours    | 4/1/97                    | 4/1/97 | 4/1/97 | N/A           | 4/1/97           | 4/1/97           | 4/1/97           |

Note: Results produced when a minimum of 3 carriers purchase measured service



June 13, 1997

**MCIm Measurement Reports (Monthly Results Reported By State)**

**SCHEDULE F**

**Top 10 Largest Customers Report**

| Performance Measurement                             | Special Services (Access) |     |     | CLEC<br>Trunking | Unbundling |                     | Resale |
|---|---------------------------|-----|-----|------------------|------------|---------------------|--------|
|   | DS0                       | DS1 | DS3 |                  | POTS       | Special<br>Services | POTS   |
| <b>Installation</b>                                 |                           |     |     |                  |            |                     |        |
| 1 Number of Installations                           | TBD                       | TBD | TBD | TBD              | TBD        | TBD                 | TBD    |
| 2 Average Interval in Days                          | TBD                       | TBD | TBD | TBD              | TBD        | TBD                 | TBD    |
| 3 Percent Install on Time                           | TBD                       | TBD | TBD | TBD              | TBD        | TBD                 | TBD    |
| 4 Total Number of Missed Appointments               | TBD                       | TBD | TBD | TBD              | TBD        | TBD                 | TBD    |
| 5 Total Percent of Missed Appointments              | TBD                       | TBD | TBD | TBD              | TBD        | TBD                 | TBD    |
| <b>Service Quality</b>                              |                           |     |     |                  |            |                     |        |
| 6 Number of Reports                                 | TBD                       | TBD | TBD | TBD              | TBD        | TBD                 | TBD    |
| 7 Mean Time to Clear Reports                        | TBD                       | TBD | TBD | TBD              | TBD        | TBD                 | TBD    |
| 8 Number of Failures                                | TBD                       | TBD | TBD | TBD              | TBD        | TBD                 | TBD    |
| 9 Failure Frequency Percent                         | TBD                       | TBD | TBD | TBD              | TBD        | TBD                 | TBD    |
| 10 Percent Without Report Outstanding               | TBD                       | TBD | TBD | TBD              | TBD        | TBD                 | TBD    |
| 11 Total Number of Repeat Reports (30 Days Rolling) | TBD                       | TBD | TBD | TBD              | TBD        | TBD                 | TBD    |
| 12 Repeats as a Percent of Total Troubles           | TBD                       | TBD | TBD | TBD              | TBD        | TBD                 | TBD    |
| 13 Number of Out of Service Cleared >= 24 Hours     | TBD                       | TBD | TBD | TBD              | TBD        | TBD                 | TBD    |
| 14 Percent of Out of Service Cleared >= 24 Hours    | TBD                       | TBD | TBD | TBD              | TBD        | TBD                 | TBD    |

**EXHIBIT A**

## Exhibit A

|   |
|---|
| <b>Proposed Further Performance Reporting Measures</b>  |
| <b>Ordering and Provisioning</b>  |
| Time to provision each unbundled element  |
| Time to install resold lines and trunks - varies according to line size, line type, and need for premises visit |
| Total number and percent of missed appointments   |
| Total number and % of missed firm order commitment dates  |
| Time to acknowledge receipt of service order  |
| Time to provide FOC or notification of a rejected order   |
| Time to complete any suspend/block/restore/order  |
| Time to install Centrex lines   |
| Time to implement feature change  |
| Time to disconnect resold service - varies with or without premises visit                                       |
| Time to disconnect resale service   |
| Time to disconnect unbundled switching service  |
| Time to disconnect other unbundled service  |
| % of Outages within 30 days for new services provisioned  |
| <b>Usage Billing</b>  |
| Time taken to send records to MCI following recording   |
| Number of omissions from records  |
| <b>Maintenance and Repair</b>   |
| In service and out of service repair intervals  |
| Number and percentage of Repeat Troubles  |
| Troubles per 100 lines  |
| Time taken to answer phone where manual service provided  |
| Number and percentage of missed appointments  |
| Number and percentage of estimated time to restore met.   |
| Number and percentage of troubles requiring a dispatch  |
| % breakdowns attributed to each trouble category  |

|   |
|---|
| <b>Proposed Further Performance Reporting Measures</b>  |
|   |
| <b>Operational Systems</b>                              |
| Support Systems Availability                            |
| System Response Time                                    |
|   |
| <b>Operator Services</b>                                |
| Monthly Average for Seconds of Operator Answer Delay    |
| Monthly Total of Quarter Hours of Operator Answer Delay |
| Monthly Call Abandonment and Blockage                   |
|   |
| <b>Directory Assistance</b>                             |
| Voice DA Availability                                   |
| Voice DA Outage Restoral Notification                   |
| Voice DA Time to Answer                                 |
| Voice DA Average Work Time                              |
| Voice DA Abandonment From Queue                         |
|   |
| <b>Network Performance</b>                              |
| Switched Service Disruption                             |
| Dedicated Service Disruption                            |
| Network Event   |
| Blocked Calls   |
| Blocked Dial Tone                                       |
| Post Dial Delay   |
|   |